

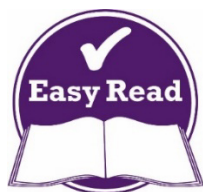


**NDIS Quality  
and Safeguards  
Commission**

# **NDIS Quality and Safeguards Commission**

**Our Corporate Plan – 2022 to 2023**

**Easy Read version**



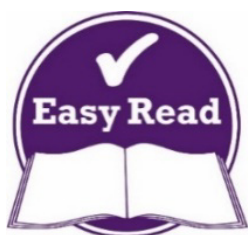
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## How to use this plan



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this plan.

When you see the word 'we', it means the NDIS Commission.



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

# **Bold**

We wrote some important words in **bold**.

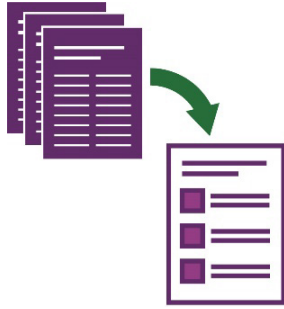
# Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 27.



This Easy Read plan is a summary of another plan. This means it only includes the most important ideas.



You can find the other plan on our website.

[www.ndiscommission.gov.au/about/corporate-documents](http://www.ndiscommission.gov.au/about/corporate-documents)



You can ask for help to read this plan.

A friend, family member or support person may be able to help you.

## What's in this plan?

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## What do we do?



The National Disability Insurance Scheme (NDIS) supports NDIS **participants** across Australia.



Participants are people with disability who take part in the NDIS.



The NDIS Quality and Safeguards Commission (NDIS Commission) makes sure participants:

- are safe
- get good **quality** services.

Quality is about receiving good services that:



- meet the needs of participants



- give participants choice and control.





We also make sure NDIS **providers** are doing a good job.

Providers support people by delivering a service.



And we manage risks to participants.



We try to:

- understand these risks
- stop them from happening.

---

This includes keeping participants safe from:



- **violence** – when someone hurts you physically



- **abuse** – when someone treats you badly



- **neglect** – when someone is not helping you the way they are supposed to help you



- **exploitation** – when someone takes advantage of you.

---

## What is our Plan about?



Our Corporate Plan is about what we want to focus on over the next year.

We call it our Plan.

Our Plan explains:



- what we want to do



- how we will do these things



- how we will make sure our plan works well.



## Supporting our Strategic Plan



Our Plan also supports our Strategic Plan 2022–2027.



This plan explains how we want to improve the NDIS Commission over the next 5 years.

Our Strategic Plan has 3 areas we want to focus on:

### 1. The **rights** of people with disability



Rights are rules about how people must treat you:

- fairly
- equally.



We want to speak up about the rights of people with disability.



## 2. Good quality providers and workers



We want every participant to be able to find and use services that are:

- safe
- good quality.



We want workers with the right skills to deliver these services.

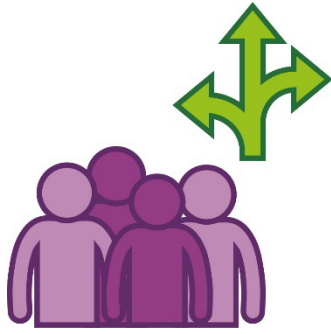


## 3. Supporting a **diverse market**

The market is the supports and services people can find and use.



When a market is diverse, there are lots of different supports and services to choose from.



Providers all:

- have different experiences
- provide different supports and services.



We want participants to have a choice of supports and services that are:

- right for them
- safe
- good quality.



You can find more information about our Strategic Plan on our website.

[www.ndiscommission.gov.au/about/corporate-documents/2022-2027-strategic-plan](http://www.ndiscommission.gov.au/about/corporate-documents/2022-2027-strategic-plan)

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## What do we want to focus on?



Our Plan includes 5 **priorities** that will guide what we do over the next year.

Priorities are things we need to focus on to achieve our goals.



1. Good quality services



2. Choice and control



3. Being a good regulator



4. Working together to reach our goals



5. Supporting our staff to do a good job

On the following pages we explain:



- our priorities



- what we will do to support them.

## 1. Good quality services



We want to make sure participants can always find and use good quality supports and services.



This can help keep participants safe.



We will ask participants what they think about their supports and services.

And we will make sure what we do works well for:



- participants



- providers.





We will support participants to know:

- what their rights are
- how to use their rights.



We will work on improving how we manage **complaints**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

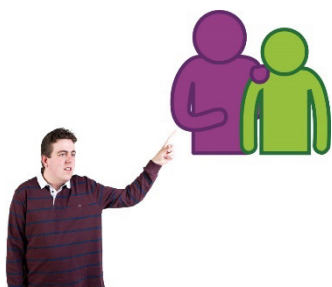


We also want providers to come up with new ideas for services that:

- support participants
- help their business.

---

## 2. Supporting a diverse market



We want participants to have more choice and control over their supports and services.

And a diverse market helps participants have this.



We will share information so participants:

- can make their own decisions
- know what choices they have.



When participants can choose what services to use, providers will want them to choose their service.



So they will make sure their services are good quality.

---

When this happens:



- providers will have lots of participants who want to use their services



- participants will get better quality supports and services.

### 3. Being a good regulator



We want to support participants by being a good **regulator**.



A regulator makes sure:

- everything works well
- everyone follows the rules.



We believe that for these rules to work well, everyone needs to know what:

- they must do
- their rights are.

This includes:



- participants



- their families and carers.

---

This also includes:



- providers



- governments



- the community.



It's our job to make sure people have the right skills to provide disability supports and services.



We can do this by making sure people follow the rules.

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We can also do this by supporting our staff to:



- keep participants safe

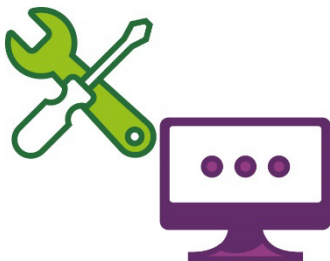


- manage problems with providers or workers.

This includes giving them:



- information



- tools and technology.



We will work with participants and providers to share information.

This will help us fix problems together.



---

## 4. Working together to reach our goals



We are lucky to have staff who care about the work they do.



And have the right skills and support to help:

- participants
- providers.



We want to keep supporting our workers to:

- do a good job
- feel good about the work they do.



This year we will start using 5 **principles**.

Principles are important ideas that we should always think about.

They explain what you can expect us to do.

Our 5 principles are:



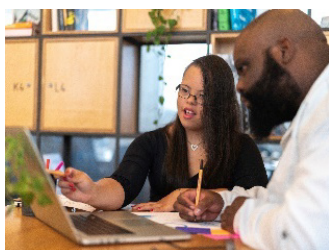
1. Lead the way

We communicate and respond to support participants.



2. Build trust

We share information and do a good job to protect participants.



3. Keep learning

We focus on building and learning new skills to make our work better.



4. Use information

We use data and technology to act early and understand what participants need.



5. Stay connected

We work together as part of the NDIS to learn and change.

---

Each of these principles will guide how we work with:



- participants



- providers.



They will also guide how we work with other people in the community.



And how our staff will work together.



We will make sure all our staff:

- know these principles
- follow these principles.

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## 5. Supporting our staff to do a good job



We want to keep:

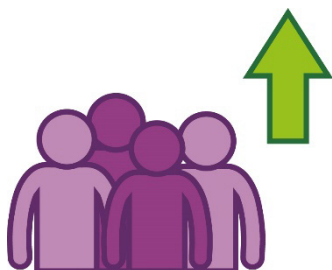
- improving
- learning.



This will help us provide the best services we can.



We also want to be able to change when we need to.



And we want to support more people to join our team.



This year we will create a plan to support our staff.

We will call it our workforce strategy.



It will help leaders lead by example.

It will also help our staff understand:



- our goals



- how to work well with participants and providers.

## How do we make sure our Plan works well?



At the end of each year, we look at how well we did.

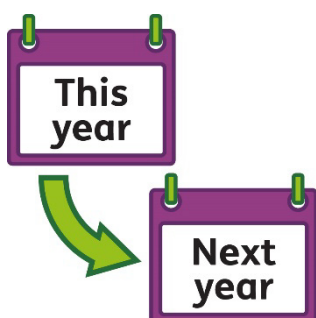


We will do this by collecting **data** on our priorities.



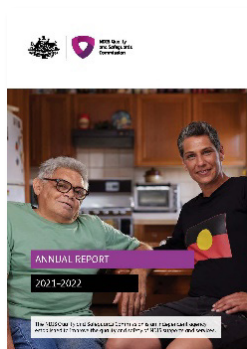
When we talk about data, we mean:

- facts
- information
- records.



The data will help us know what we:

- did well this year
- need to do next year.



We will share how well we did in our Annual Report 2022–23.

It will be ready in October 2023.



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## Word list

This list explains what the **bold** words in this document mean.



### **Abuse**

Abuse is when someone treats you badly.



### **Complaint**

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



### **Data**

When we talk about data, we mean:

- facts
- information
- records.



### **Diverse**

When a market is diverse, there are lots of different supports and services to choose from.



### **Exploitation**

Exploitation is when someone takes advantage of you.



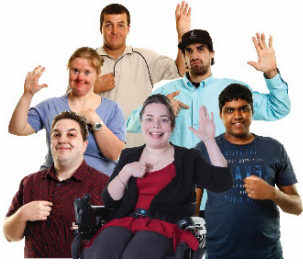
### **Market**

The market is the supports and services people can find and use.



### **Neglect**

Neglect is when someone is not helping you the way they are supposed to help you.



## Participants

Participants are people with disability who take part in the NDIS.



## Principles

Principles are important ideas that we should always think about.

They explain what you can expect us to do.



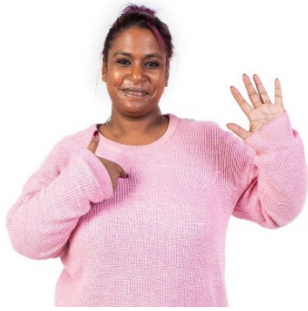
## Priorities

Priorities are things we need to focus on to achieve our goals.



## Providers

Providers support people by delivering a service.



## Quality

Quality is about receiving good services that:

- meet the needs of participants
- give participants choice and control.



## Regulator

A regulator makes sure:

- everything works well
- everyone follows the rules.



## Rights

Rights are rules about how people must treat you:

- fairly
- equally.



## Violence

Violence is when someone hurts you physically.

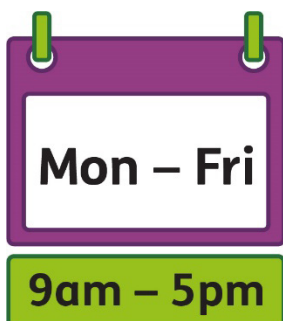
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## Contact us



You can call us.

**1800 035 544**



You can call us from 9am to 5pm,  
Monday to Friday.



If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can send us an email.

**[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**



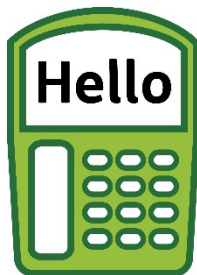
You can write to us.

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith  
NSW 2750



You can go to our website.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



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